

Transformation Management
Department of Defense (DoD) -
Standard Procurement System (SPS)

Key Benefit – An effective communication strategy increased user satisfaction with SPS

Challenges

SPS faced scrutiny from the Government Accounting Office (GAO) in 2001 because users were not satisfied with the system, which was missing functionality and had awkward process workarounds.

Resolution and Benefits

*The SPS PM focused on developing an **effective communications strategy** to improve user satisfaction. SPS's communication strategy included:*

Program newsletter – Communicated timely and relevant SPS program information

User conferences – Attended user conferences to explain SPS and its benefits to procurement personnel

Key stakeholders – Developed targeted communications for key program stakeholders

Background

SPS is an automated contracting system that standardizes procurement processes across DoD. It was used by over 23,000 users in FY03 to purchase over \$48 billion in goods and services to support the warfighter.